



Welcome to your  
**Enliven home**

*enliven*  
Positive Ageing Services  
PRESBYTERIAN SUPPORT CENTRAL



**Home is where love resides, where memories are made, family and friends are always welcome and laughter never ends.**

## Welcome

We are so pleased you've chosen this Enliven home as your new home. It's wonderful to have you here and we hope you will be happy.

At Enliven we believe in creating elder-directed communities. Our philosophy of care is called the Eden Alternative. That means we'll support you to continue to be your own person, doing the things you love, in a way that's right for you. We offer you security and respect and we aim to support you to remain healthy, active and independent.

This is your home so we will be asking your opinion and for help in making decisions about the running of the home. We'll assist you to maintain as many of your normal activities as possible; we'll help you to keep in contact with your family, friends and the community; and we'll take every opportunity we can to support you to have companionship, spontaneity, fun, meaning and purpose in your life.

We hope you love your new Enliven home as much as we do.



Nicola Turner  
General Manager









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**At Enliven, our staff work as a team to ensure daily life is as smooth running and enjoyable as possible.**

## Who's who?

In this section of *Welcome to your Enliven home*, we talk about the roles of our key team members.

In the pocket at the back of this book, you'll find a sheet that includes the names of the team members at your home. You may also choose to write their names in the notes column on the following pages.

The flower on the right represents your home's organisational structure with you and the other residents at the centre of the picture.

The inner petals represent your family, friends and Enliven staff who support you on a daily basis. Further petals are added representing those who also offer regular support, while the leaves represent the wider organisation and community that surrounds us.







## Who's who?

### **Manager**

The manager is responsible for the running of the home. Their job includes supervising the staff, keeping in contact with family members and generally making sure everyone is catered for. The manager is usually at the home during the day.

The manager's name is .....

### **Health care assistants**

Our health care assistants, sometimes referred to as carers or support workers, are the people who will support you on a daily basis.

They'll help you with things such as showering, getting ready for the day and being mobile. They will also support you to keep up with routines, hobbies and interests that are important to you.

Most homes organise the health care assistants so you will see the same group of people each day. You're sure to get to know them well.

### **Clinical nurse manager**

The clinical nurse manager, sometimes referred to as the care manager, will make sure your health and wellbeing needs are taken care of.

Their role involves coordinating and supporting the nurses, health care assistants and other support staff to provide the care and support outlined in your support plan.

The clinical nurse manager's name is .....





### **Registered nurses**

The registered nurses help the clinical nurse manager with your health and wellbeing needs.

They will help you with medication and other treatments that help keep you comfortable and as well as you can be. You will have one registered nurse who is responsible for your overall health. If you have any questions about your health, your medicines or have a change in your condition such as pain or not feeling so well, this is the person to tell.

If they are not on duty, any registered nurse can help you.

Your registered nurse is .....

### **Recreation staff**

The recreation team will talk with you and your family about your hobbies, interests and passions.

They'll support you to continue with those things in a way that's right for you. This might be attending community based activities and meetings as you have in the past, or organising activities and entertainment to take place at the home, arranging social outings or even supporting you to learn a new skill or teach someone else.

Each month the recreation staff publish a calendar of events and activities, but there is also lots of spontaneous activity that takes place too! You are also encouraged to organise any activity you would like within the home as well. Some homes have fairly active social committees.

The recreation staff are .....



## Who's who?

### Office staff

The office staff, including the receptionist and/or office administrator, take care of jobs such as welcoming visitors, taking phone calls, purchasing supplies, sending invoices and paying the bills, and overseeing the Residents' Comfort Fund (which holds residents' personal spending money).

The office staff are.....

### Service workers

Enliven's service workers are integral to the smooth running of your new home. The cooks and kitchen staff provide delicious nutritious meals and snacks. The laundry staff will take care of washing your clothes, linen and bedding, and the cleaners keep both the communal areas and your room (if you wish) spic and span.

### Chaplains

Enliven's chaplains provide pastoral and spiritual care and support to residents of all faiths and beliefs. They are often be found chatting with residents about their life stories and reflecting on their experiences. As great listeners, our chaplains can help you and your family find comfort in times of change, challenge or grief. The chaplain will call on you in the next couple of weeks to introduce themselves.

The chaplain is .....

### Volunteers

Enliven is lucky to have an amazing group of volunteers that help out around your home. They're an important part of our team! You'll find some volunteers are here almost every day while others just visit occasionally; they're all great to have around and provide more fun and variety to our home.

# A move to an Enliven home is a change of address, not a change of lifestyle.

## Settling in

Moving to a new home can sometimes feel a little overwhelming, and it might seem like there is too much information to take in.

This section of *Welcome to your Enliven home* covers things we want to make sure you know straight away.

This section includes information about:

- our philosophy
- daily life at an Enliven home
- meals and snacks
- personal care
- what to do when going out.





## Settling in

### The Enliven Way

Enliven's philosophy is based around an elder-directed model of care, called the Eden Alternative. That means we recognise that this is your home, and we're here to support you.

Here, you'll find you maintain control in your life - whatever your age and ability.

Here, you'll find you have choice about what you do and when you do it.

Here, you'll find opportunities for companionship, spontaneity, fun, and meaningful activity.

Here, you'll find residents are involved in decisions about what happens at your home.

For more information about the Enliven philosophy and our Eden Alternative model of care, refer to page 38.

### Your day

At our Enliven homes, you'll find there can be as much or as little structure as you like.

You're likely to have some routines that you are used to. These may be things that you've been doing every day or every week for many years. For example, your routines may include waking up and/or getting out of bed at a certain time in the morning, having a cup of tea in bed in your pyjamas before breakfast, or having a shower before breakfast.

Your routine might include what time you like going to bed at night or that you always talk to your friend on the phone on a Tuesday afternoon. Please be sure to let us know about these things.

Of course you may change your mind and your routines as you choose.



## Meals

Each day we will provide your breakfast, lunch, dinner, dessert and snacks. We'll make sure you always have plenty of delicious food to enjoy.

Our menus are co-designed by a dietitian and chef to ensure there is plenty of diversity and that your meals are nutritious and satisfying. If you have special dietary needs, such as diabetic meals, gluten or dairy free, finger foods or soft food, please let us know so that we can cater for your needs.

In your first few days here, one of our cooks will also talk with you about foods you enjoy and any specific food you don't like. We'll do our best to cater to your taste. Of course we understand that tastes do change, so feel free to let us know at any time if your food likes and dislikes change.

If you have a favourite meal or a family recipe we'd love for you to share that with us. We might be able to prepare it for everyone!

## Meal times

You may choose to have breakfast in your room or in the dining room. Breakfast is usually served in the dining room between 7.00am and 9.00am. You may choose to help yourself from the breakfast buffet, or staff can make it for you. Lunch and dinner are usually at set times, but if you wish to have a meal later it can be heated for you. We encourage you to enjoy your meals in the dining room with your friends. If you are unwell or need some space you may have them delivered to your room. Just let the staff know and we'll do our best to make it happen.



## Settling in

### **Snacks**

Morning and afternoon tea is served around the home and snacks and fruit are always available in the dining room or kitchenettes.

Some residents like to keep their own snacks in their room as well or in the fridge in the residents' kitchen. Items in the fridge in the kitchen have to be named and dated.

Many homes have a small shop where additional snacks can be purchased.

### **Meals with visitors**

Your visitors are always welcome to have a cup of tea or coffee with you. If you are unable to make it yourself, please feel free to ask staff to assist you.

If your family or friends would like to join you for a meal, this can also be arranged. There will be a small charge for your visitor's meal. The administrator can advise you what this is. If possible please let the kitchen know the day before if you are inviting guests for a meal.

### **Personal care**

If you need support for showering, dressing, shaving, going to the toilet or any other personal care need, we can help you.

If you need assistance with getting out of bed and getting dressed, simply let us know what time you usually wake up and we'll be there to help you. If you need assistance with





showering or shaving, please let us know what time of the day you like to shower. Please be aware, at busy times when staff are helping other residents there may be some delay. If your bell is not answered straight away it will be because staff are helping someone else and are unable to leave them alone.

If you require help to get showered and dressed, and need to be ready earlier than normal to go out somewhere, please let staff know the day before so they can arrange to assist you in time for your appointment.

### Going out

Residents are welcome to come and go as they please – just as you would at home.

We simply ask that you let staff know and fill out the 'sign out' book at reception. It's useful if you tell us when you are going and what time you expect to be back.

This is important, even if you're going out with family or friends, because we will worry if we can't find you and will call the Police to look for you. If you need a meal kept for you, please let the administrator know.

# This is your home and we'll do everything we can to make sure you're happy and comfortable.

## Your place. Your space.

Your new Enliven home is also home to a number of other residents. Having so many house mates is probably very different to what you're used to.

This section of *Welcome to your Enliven home* looks at how your new home is set up, your private spaces and the shared spaces and facilities.

This section includes information about:

- Your room
- Your neighbourhood
- Shared areas, such as dining rooms and lounges
- Alcohol
- Laundry
- Money and valuables
- Scooters and wheelchairs
- Telephones, computers and the internet
- Electrical equipment
- Enliven shops.



## Your place. Your space.

### Your room

Your room is your own private space and you're invited to set it up just how you like.

We can provide some furniture and décor if you wish, but we really do encourage you to decorate your room with the familiar things that make you feel at home.

Many residents bring items such as photographs, artwork, ornaments, bed covers and even favourite pieces of furniture. Some rooms are large enough to accommodate a television, stereo, radio, dressing tables or other furniture and/or a small fridge.

While your Enliven home is shared with many other residents, your room remains your private space. Before coming into your room staff, other residents, family and friends should always knock and/or ask permission to enter. If someone forgets, feel free to remind them.

### Your neighbourhood

Did you realise you'd have an address within your Enliven home?

Your home has been set up as a home, not an institution or hospital. Each corridor or wing is known as a neighbourhood and will have its own name, such as Matai Cottage, Pohutukawa Lane or Kiwi Street. There are usually about 12 resident rooms in each neighbourhood.

### Shared areas

Like any home, at your Enliven home there are lots of shared spaces. Shared spaces include the lounges, entertaining areas, recreation rooms, dining rooms, gardens and courtyards.





## Your place. Your space.

You are welcome to use these spaces whenever you like – please don't ever feel like you are confined to your room!

You'll find there are often activities, events and avid conversations happening in the shared spaces.

If you have family or friends coming to visit you're always welcome to use either your room or the shared spaces areas to host them. It's up to you.

### Dining room(s)

You're welcome to enjoy your meals in a dining room or have them delivered to your room. Just let the staff know and we'll do our best to make it happen.

Each day we will provide your breakfast, lunch, dinner, dessert and snacks. You'll find meals are usually at set times, but if you wish to have a meal later it can be heated for you.

### Meals with visitors

At your Enliven home, your visitors are always welcome to have a cup of tea or coffee with you. If you are unable to make it yourself, please feel free to ask staff to assist you.

If your family or friends would like to join you for a meal, this can also be arranged. Please be aware there will be a small charge for your visitor's meal.

For more information about meals please refer to page 14.

### Alcohol

At your Enliven home you're welcome to have an alcoholic drink whenever you like, as long as you partake in moderation and it doesn't interfere with any medication you may be taking.

What's your new  
address?

.....

.....

.....



Some residents enjoy a glass of wine or beer with their meals, at social events or while watching the rugby or their favourite show.

There is usually a monthly happy hour which you are welcome to join. Some menu options include alcohol and some people choose to organise their own.

If you wish to continue to go to your local club, pub or RSA and need some assistance getting there, please ask the recreation officer or manager to help find someone to take you.

### Laundry

Our laundry service is available to do your washing, including clothes, linen and bedding.

We will make every effort to take good care of your clothes; however there are a couple of things you should be aware of:

- all clothes and personal items need to have your name on them so we can make sure they come back to you after they have been laundered.
- our commercial dryers operate at high temperatures and are not suitable for delicate clothes – we recommend non-shrink clothing.

If you have delicate clothing, such as woollens, that need washing we suggest you ask a family member to wash these for you. If you don't have someone that can do this for you please let us know and we'll help you arrange for someone else to help.

When clothing has been laundered, staff will bring it back to your room. If you would like someone to put your clothes away for you, please let us know.

*Stuck on You*  
makes brightly coloured  
and easily identifiable  
labels for your clothes.  
Contact them by calling  
0800 661 669 or visiting  
[www.stuckonyou.co.nz](http://www.stuckonyou.co.nz).





## Your place. Your space.

### **Money and valuables**

If you have valuables, such as money and jewellery, we suggest that you ask a family member to look after these. Alternatively, we're able to keep a limited number of small items in the home's safe for you. We also strongly recommend you have insurance to cover your personal belongings, including glasses, hearing aids and dentures. While every care is taken and security is monitored at all times, sometimes things get lost, go missing or are broken.

### **Residents Comfort Fund**

Each Enliven home operates a Resident Comfort Fund, also known as a Resident Trust Fund.

This works like a mini-bank account, where you or your family can deposit money to be used for personal items you wish to buy from the home. It's much easier than trying to get to a bank or ATM machine!

The money you put into the Resident Comfort Fund is very safe and secure, and it means you don't have to carry money with you. Instead, when you wish to make a purchase we'll get you to sign the money out and give you a receipt.

Please do not ever ask volunteers or staff to use your money or Eftpos card on your behalf. If you are unable to purchase items you need, please discuss the possibilities with the manager or office administrator or ask a family member to buy items on your behalf.





### Scooters and wheelchairs

Scooters cannot be used inside the home. They are designed for outdoor use and could cause other residents to be injured.

Your home will have a space where your scooter can be stored and charged so you can still use it around the grounds or to visit nearby shops. If you are using a scooter you'll need to have, at least, third-party insurance so that any damage from the scooter hitting something is covered.

Of course, electric wheelchairs that are designed for indoor use may be used throughout the home, although you will need to have insurance for wheelchair damage as well.

For both scooters and electric wheelchairs you will need to have a 'licence' to use it.

If you have an accident using your scooter or electric wheelchair, you will be asked to resit your licence. If you or your family are considering purchasing a scooter or electric wheelchair, please discuss this with the clinical nurse manager to make sure you are assessed for the correct type.

### Telephones

Your Enliven home has a residents' phone line. You can use this to make local calls or for family and friends to call you. If you need to make a toll call, the office staff will arrange this for you. Toll calls will be charged back to you.

Some residents also choose to have their own cell phone, or to have a phone installed in their room. This will be at your own cost.

The residents' phone line  
number is:

.....



## Your place. Your space.

### Computers and the internet

Most Enliven homes have a computer for residents to use.

Staff will help you set up an email address so you can write to family and friends, or a Skype account so you can keep in touch through video calling.

Some residents also choose to have their own laptop or a personal computer in their room. However, if you wish to access the internet it's likely you will need to arrange your own access using a mobile internet stick or personal Wi-Fi connection.

### Electrical equipment

You're welcome to bring your own electronic equipment to your new Enliven home. Many people choose to bring items such as personal computers or laptops, televisions and DVD players, fans and electric razors. However, all equipment brought into the home must have an electrical warrant of fitness. This is required by law, and testing must be completed every six months for items with a cord, or every five years for cordless items. We're happy to organise the electrical testing for you. There will be a small charge per item.

### Enliven shops

Most Enliven homes have a small shop which is run by residents or volunteers. The shops stock items such as confectionary and ice creams, writing paper, stamps and envelopes, greeting cards and small gifts, personal care items, stockings and handkerchiefs.

The shops were set up to give residents more independence and choice and residents have a say in what items are stocked at their shop and when it opens.

If you need new clothes, we suggest asking a family member or friend to take you shopping or to go shopping on your behalf. If you do not have someone to do this for you, please let us know so we can arrange for someone to help.

# This is your home and you call the shots.

## Your life. Your way.

At Enliven, we believe that everyone should maintain control of their lives no matter their age, ability or where they live. Here we'll support you to continue doing the things you love, in a way that's right for you.

In this section of *Welcome to your Enliven home* we explain how we'll take every opportunity to ensure you have companionship, fun, variety, meaningful activity and purpose in your life.

This section includes information about:

- Residents calling the shots
- Involvement of family and friends
- Living with others
- Animal companions
- Keeping up with hobbies and interests
- The recreation programme
- Taking holidays
- Giving feedback.





## Your life. Your way.

### You call the shots

Enliven homes are not only elder-centred, they're elder-directed. That means you have a say not only in your own personal health and wellbeing, but in the running of the home as well.

From being on the interviewing panel for new staff, to setting menus and the recreation programme, deciding what pets live at the home, and the naming of your neighbourhoods – we always seek input from residents.

Many residents also get involved in organising outings, clubs and groups or special events. It's up to you how involved you want to be.

### Family and friends

Your family and friends are very important and we encourage them to be actively involved in life here.

As an Enliven home we're proud to be more than just 'family friendly'. Here, your family is part of our family. After all, family, friends and the community play a big part in life here.

You'll find there are no set visiting times; you can invite your grandchildren, family and friends to visit at any time. Plus we have a great toy box and games to keep the little ones entertained!

You may like to invite family or friends to join in the special events and social outings organised by your Enliven home. And of course, family and friends are always welcome to join you for a meal. We just ask that you let the office staff or manager know the day before so we can organise it.



Many homes have a flat that family or friends can book for a small charge if they would like to stay over.

If your family has traditions, such as birthday or anniversary celebrations, there is no reason why these can't continue now. If you are unable to travel to be with your family, it may be possible to hold those special events at your Enliven home. You can discuss this with the manager.

### **Discussing your personal wellbeing**

We will only discuss your personal health and wellbeing with your family if we have your documented permission.

If something happens to you - for instance, if you are admitted to hospital - we will inform your Enduring Power of Attorney (EPOA) or the person listed in your file as your key contact. (Your key contact is usually your EPOA, but sometimes another family member is selected as the key contact.)

Your key contact/EPOA is responsible for keeping other family members up-to-date, as you've requested. Sometimes some family members are upset about these rules so it is important that they know who the key contact is. If you are not able to give written permission and your EPOA has been enacted, we will only discuss your health and wellbeing with your EPOA.

### **Other residents**

Every day at Enliven homes we see amazing friendships being formed between residents. There is something quite special about being surrounded by others at a similar stage of life and you're sure to get to know each other through shared interests or simply seeing familiar faces each day.



## Your life. Your way.

However, living with many other people can be difficult, especially if you are used to living on your own. Staff will introduce you to the other residents and help to identify people with whom you have something in common. Like-minded people often congregate in a certain lounge or find that they like to do particular activities together.

If you have a particular difficulty with another resident, discuss this with the manager and we will see what can be done to resolve the issue.

### **Pets and animal companions**

You will probably find that there are at least a couple of pets already living at your Enliven home. There may be cats, birds, fish, chickens, rabbits or even dogs. This is because at Enliven we believe that contact with animals can be both calming and energising.

Some pets belong to the home and residents have chosen to look after them. Other pets have moved in with their owners. This is no problem as long as the pet gets on with other people and animals and isn't too big.

If your pet has moved in with you, we hope they enjoy life here too. Please remember food and veterinary bills for your pet are your responsibility. Of course, if you're unwell we will try to find a volunteer to help you look after your pet.

We also suggest you have a pet care plan. That tells us what to do with your pet if you become too unwell to look after it, or if the pet is unwell.

If you do not like animals, or you do not want the animals to come into your room, please advise the manager. We will give you a water spray bottle to squirt them with if they come into your room. They soon learn this is not a good idea.





## Hobbies, interests and recreation

### Recreation programme

Your Enliven home has a stimulating recreation programme that includes a wide range of events, social outings, activities and entertainment. The calendar is published monthly, although there is always lots of spontaneous activity that takes place throughout the month as well.

When you move in, the recreation team will talk with you and your family about your hobbies, interests and passions. Some of these things may already be included in the recreation programme and others may be included on your suggestion. It's all about finding ways to support you to continue with those things in a way that's right for you.

If you have any ideas about activities you'd like to do then make sure you let the recreation staff know or talk to the other residents and organise to do them together.

### Hobbies and interests

We encourage you to maintain your hobbies, interests and passions. Make sure you tell the recreation officer what you like doing and what you are interested in. They will help you to keep those interests going, whether it is by finding space in the home to work, getting materials or finding a volunteer to take you places.

### Community clubs and groups

If you would like to keep attending clubs and groups that you have been going to before coming into our home, please let us know and we will help to arrange for you to continue.



## Your life. Your way.

### **Enliven clubs and groups**

There are a broad range of clubs and groups that have been operational at your Enliven home at one time or another – it all depends on the current interests of the residents.

Common clubs and groups include gardening groups, computer clubs, crossword groups, book groups, men's sheds, car clubs, flower arranging and wine-tasting.

You may wish to start up a new club in the home and invite other residents and people from the community to join you.

### **Gardening**

Most homes have a garden. If you like gardening, you are very welcome to grow vegetables or flowers. We appreciate residents helping to look after the plants inside the home too.

### **Taking a holiday**

At some Enliven homes, a Vacation Club has been established where residents are supported to spend a few nights or a week holidaying at another Enliven home in a different town or city. Some residents also have short holidays or overnight stays with their family. If that's something you'd like to do, please talk to us about how we can support you to do that.

We do ask that if you're planning a holiday or an overnight stay away from your Enliven home that you give us plenty of notice. This gives the clinical nurse manager time to speak with your family, friends or carers about the additional support they'll need to provide and to develop a care plan to ensure your medication and mobility needs are met.





## Feedback

We truly value your feedback. Whether your feedback is positive or negative, it all helps us continuously improve our services and the way we support you.

If you have a suggestion, if you're unhappy with something or concerned about anything at all, it is important that you talk to the manager or the clinical nurse manager about it. If you're not happy with their response, you can contact the regional manager or general manager by calling 04 439 4900.

If you don't feel comfortable talking to Enliven staff about your feedback, you can talk to an independent resident advocate. The advocate will either support you in your discussion or, if you wish, have the discussion with us on your behalf.

The resident advocate has meetings with the residents periodically without staff present. They will let you know how to make contact with them.

Alternatively, the Enliven compliments, suggestions and complaints pamphlet, *Your feedback matters*, is always available from the brochure stand in the home's reception area. This pamphlet outlines how to make a formal complaint and includes a form to fill in detailing your concerns.

You may also complain directly to the Health and Disability Commissioner.

The pamphlets for the Code of Rights, and the Health and Disability advocates are also available at the reception desk.



# At Enliven, we believe in holistic wellbeing.

## Your health. Your wellbeing.

At Enliven, medical treatment is seen as a partner in care. That means as well as providing high quality clinical care we'll also support your emotional, spiritual and cultural needs.

In this section of *Welcome to your Enliven home* we explain how we support your holistic health and wellbeing to ensure you feel as good as possible.

Information in this section includes:

- Developing your support plan
- Medical treatment and appointments
- Culture and spirituality
- Hairdresser appointments.



### Your support plan

Every resident at every Enliven home has a personalised support plan.

As well as outlining any medical, rehabilitation and personal care needs you might have, your support plan also includes information that helps us understand your personal likes and dislikes, and your progress notes.

Your support plan includes information such as mobility goals, hygiene and grooming preferences, food preference and dietary requirements, sleep patterns, contact with family and friends, hobbies and interests, spiritual and cultural beliefs and lots more. It's about gathering the little bits of information that will help make you more comfortable and happy here. The staff read the support plan so that they know what your needs and wishes are and you don't have to keep telling them.

One of our nurses will talk to you and your family (if you wish) about all of these things before they are included in your support plan. It is important that you talk to the staff about how much you want to do for yourself and what you would like assistance with.

You can see your support plan at any time and discuss changes or additions to it.



## Your health. Your wellbeing

### Medical treatment and appointments

#### Doctor (GP)

We have a GP or Nurse Practitioner who runs clinics once or twice a week at the home and is in regular contact with the clinical nurse manager. The cost of seeing this doctor is covered by your admission agreement.

If you wish, you may keep your own doctor. However, they must be prepared to visit the home when you need to see them, follow Enliven's policies in regards to instructions for nurses and write health notes in your Enliven file. We suggest you ask them if they are prepared to do that and if they would charge a call out fee. We will contribute the amount we would pay the home's doctor.

#### Ambulance call outs

If you require an ambulance, a staff member will call for one. If you or your family call the doctor or ambulance without the staff knowing and agreeing, the cost may be billed back to you.

#### Medications

The cost of medications and many food supplements is covered by us as part of your admission agreement. However, if you choose to have a medication or food supplement that is not on the government subsidised medicine list you may be asked to cover the cost – we will discuss this with you.

#### Outpatient and specialist appointments

Sometimes you may need to go to the hospital for an outpatient appointment. You will almost always need someone with you for these appointments. Ideally, a family member or friend will take you but if that is not possible we will ensure someone takes you to the appointment.





### **Podiatry**

Did you know the average person walks 78,000 miles by the time they're 60 years old? Not surprisingly, foot complaints are a common cause of mobility issues. So, it's important we look after our feet.

Toe nails and finger nails, as well as other foot-related issues such as bunions, calluses and athletes foot can be looked after by yourself, a family member or by a podiatrist.

If you wish to see a podiatrist this can be arranged for you and the podiatry charge will be added to your bill. For those with diabetes or those who have a medical referral by a GP the cost is covered.

### **Other therapists**

Other therapy, such as speech language therapy, physiotherapy and occupational therapy can be arranged for you. If you have a referral from the GP the cost may be covered, otherwise these services need to be paid for privately.

Please discuss with the clinical nurse manager if you would like to access these services.

### **Eyes, ears and teeth**

All of these services are important for you to remain independent. Whether you have your own teeth or dentures they will require checking periodically and you may need new glasses or have your hearing tested.

It's important to know that dental care, eye care and hearing is not covered under the fee. If you or your family cannot afford these services please let the administrator know and they can see whether they can access assistance from Work and Income.



## Your health. Your wellbeing

### **Continence products**

One in four New Zealanders experience regular bladder or bowel control problems. If this is you, and you have been assessed as needing a continence product, the cost of that product will be covered.

If you choose to have another type of product or more pads per day than the assessment requires, you will need to pay the difference between the assessed need and the desired product, plus a small administration fee.

### **Your culture and spirituality**

At Enliven we are committed to caring for the whole person. Culture and spirituality are important parts of that.

We'll do our best to support you to maintain your cultural identity, traditions and spiritual practices. Please let the clinical nurse manager know about things that are important to you. This may include special food, prayer times or celebrations.

### **Church and religious services**

While Enliven homes are run by Presbyterian Support Central you do not have to be a Presbyterian to be a resident, nor do you have to go to church.

If you are a churchgoer or part of another religious community, you are encouraged to continue to go to your normal service if you are able. We can assist to find someone to take you there if it is not too far away. If this is not practical, each home hosts a number of religious services each week and you are welcome to join in with any of these.



### **Death and dying**

There will be times when another resident in the home dies. This can be very hard for the other residents, especially when someone they have spent time with is not there anymore.

Each home has a way of communicating when someone dies. Some residents like to know and some don't. If you are someone who wishes to know, ask the staff what the signal is. It will be something like a candle in the foyer, a flower or the flag at half-mast. If this signal is there, you will be able to ask the staff member who it relates to.

After a resident has passed away, their room is blessed. Often there will be a memorial service run by the home's chaplain or, if you were close to the person, you may be supported to attend the funeral if you wish.

### **Hairdresser**

Most homes have a hairdresser who visits once or twice a week but if you have been going regularly to your own hairdresser we encourage you to continue to do that if they are not too far away. If your family is unable to take you to your hairdresser, ask the manager or the recreation officer if they can find a volunteer to take you there.



**Enliven focuses on creating elder-centred communities where older people thrive, not just survive.**

## The Enliven philosophy

At Enliven we embrace the Eden Alternative and *Spark of Life*. That means we take every opportunity to bring companionship, spontaneity, fun, meaning and purpose into the lives of elders.

As well as providing high quality clinical care, Enliven supports people to continue doing the things they love in a way that's right for them. We strive to maintain, or return, the sparkle to the eyes of those we serve.

This section of *Welcome to your Enliven home* explains more about our philosophy of care at Enliven homes.



### Our philosophy explained

Enliven supports older people to have their practical day-to-day needs met and also get the emotional support and encouragement that can make a real difference.

The Enliven philosophy is centred on the Eden Alternative (Eden) – a unique elder-directed model of care that alleviates loneliness, helplessness and boredom. These plagues are recognised as the main reasons older people feel unfulfilled. Eden puts choice and control back into the hands of elders.

At Enliven the foundations of caring, enabling and supporting underpin all we do. We believe there are some things that are important to a healthy, happy life at any age. These are the domains of wellbeing:

- Identity: having a sense of identity, community and belonging
- Growth: being able to continue to grow and learn
- Autonomy: having choice about who you are and what you do
- Security: feeling safe, having privacy and being respected
- Connectedness: feeling like you have a place in the world
- Meaning: feeling like your life has meaning and that you mean something to others
- Joy: feeling pleasure and delight.



## The Enliven philosophy: Eden Alternative

1

Principle one

### **Companionship, control and purpose**

*“Loneliness, helplessness and boredom are the plagues of ageing.”*

The first principle of the Eden Alternative is recognition that the feelings of loneliness, helplessness and boredom lead to suffering amongst elders.

For example, if you move into a home with many people living in it, you may still feel bored, lonely, isolated and like you can do nothing for yourself. But at your new Enliven home we'll do all we can to ensure you have companionship, control and purpose in your life.

2

Principle two

### **Creating elder-centred communities**

*“Close and continuing contact with plants, animals and people of all ages builds a human habitat.”*

The second principle of Eden describes the solution to loneliness, helplessness and boredom amongst elders – creating elder-centred communities and environments.

At our homes we strive to ensure companionship, family, friends, volunteers, children, pets and gardens are part of every day life. We believe these relationships provide young and old alike with a life worth living.





# 3

Principle three

## Loving companionship

“Loving companionship is the antidote to loneliness,” reinforces that all elders deserve easy access to companionship.

At your Enliven home we'll support you to keep in contact with your family and friends and to make new friends through shared interests. Many residents have family and friends to visit them and share a meal or enjoy an activity, while others go out to visit their family and friends.

If you have moved to be closer to family and don't have any friends nearby, we will help you to find people with common interests that you may like spending time with. You might also choose to have a pet to keep you company.

# 4

Principle four

## Giving and receiving

“Giving and receiving care are the antidotes to helplessness,” is about creating opportunities for people to give care as well as receive it.

When you move into a home all of your normal daily activities can be done for you. Your cooking and washing are done. Your bed is made, and your groceries are bought. You are totally cared for. But we know that just as being looked after feels good, giving care and supporting someone or something can also make us feel good.

For example, you may like to keep a new resident company, to look after one of the home's pets or to tend to the vegetables and flowers in the garden.



## The Enliven philosophy: Eden Alternative

5

Principle five

### **Variety and spontaneity**

“Variety and spontaneity are the antidotes to boredom,” is about creating an environment where unexpected and spontaneous fun happens.

After all, they say variety is the spice of life! It can be very easy for staff and residents to settle into an endless and repetitive routine. While that sometimes seem comforting, it can also be very boring. At your Enliven home, we'll do all we can to ensure there are plenty of surprises, variety and opportunities for spontaneity.

You are very welcome to come up with ideas to make life more interesting and the staff will try to do that too.

6

Principle six

### **Meaning and purpose**

“Meaningless activity corrodes the human spirit,” recognises that having meaning and purpose in our lives is essential to a happy, healthy life.

At your new Enliven home, we take every opportunity to bring meaning and purpose to the lives of residents. After all, doing meaningless things is a waste of time and can make you feel down.

If you'd like to make a contribution to the running of the home, or to the community, there are many things you can do. For example, you may like to help with setting the dining tables or planting vegetables. We can also support you to help out in the local community. Some residents have helped children learn to read or have played games with them, while others have taught young parents to garden or knit for their children.





## 7

Principle seven

### More than medical

“Medical treatment is a partner in care, never its master,” reflects Enliven’s holistic wellbeing approach.

Our homes are places where people live, not places they come when they’re sick, and we try to reflect that in the way we operate. We believe in providing top quality clinical care and medicine to keep you healthy and comfortable, however this is just a part of the care Enliven provides. Here, we’ll encourage you to keep active and engaged in order to look after your emotional and spiritual needs as well.

## 8

Principle eight

### Honour and respect

“Wisdom grows with honouring and respecting elders,” is about ensuring that your home is truly elder-centred and that you call the shots.

We strive to put decision-making back into the hands of residents and those closest to them. That’s because we respect your knowledge and experiences and understand you know yourself best.





## The Enliven philosophy: Eden Alternative

9

Principle nine

### Continuous improvement

“Growth is not separate from life,” recognises that creating elder-centred communities is a never-ending process.

Enliven homes are in various stages of achieving the ten Eden Alternative principles and becoming fully ‘edenised’ homes, however no matter what stage of the journey our homes are at, we continuously look for new ways for residents to have more meaningful activity, spontaneity, companionship and purpose in life.

10

Principle ten

### A strong team

“Wise leadership is the lifeblood of thriving,” acknowledges the importance of commitment and leadership from the Presbyterian Support Central Board, to Enliven management, staff and volunteers.

Having a strong, caring and supportive team ensures residents thrive, not just survive. We understand that we work in your home; you don’t live where we work.





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Positive Ageing Services

  
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transforming aged care

[www.enlivencentral.org.nz](http://www.enlivencentral.org.nz)